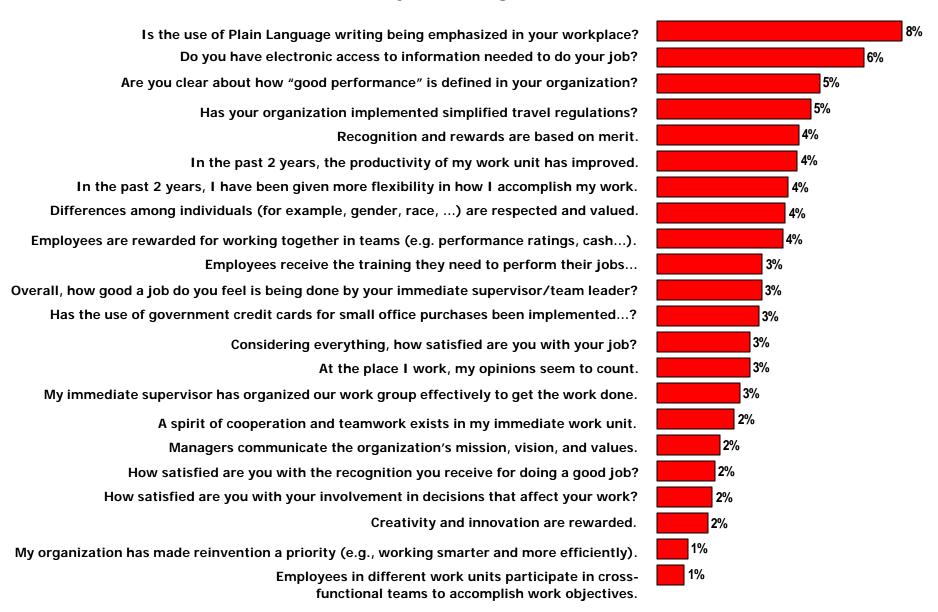
Change for the Better: Item Results Ranked by Change in % Favorable



Change for the Better: Item Results Ranked by Change in % Favorable

How would you rate the overall quality of work being done in your work group?

Has your organization streamlined the process for hiring employees?

Teams are used to accomplish organizational goals, when appropriate.

There are well-defined systems for linking customers' feedback... to employees....

Supervisors/team leaders understand and support employees' family... life responsibilities.

Employees receive training and guidance in providing high quality customer service.

Management and the union(s) work cooperatively on mutual problems.

There are service goals aimed at meeting customer expectations.

Corrective actions are taken when employees do not meet performance standards.

